

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Second Quarter of 2006

This Page Pursuant to Administrative Code Part 730 Section 115

Operator Answer Time - Toll and Assistance - Section 730.510(a)(1)

	April	May	June	Qtr Average
IL TOTAL	3.43	3.87	3.33	3.55

Operator Answer Time - Information - Section 730.510(a)(1)

	April	May	June	Qtr Average
IL TOTAL	4.94	5.43	4.44	4.94

Repair Office Answer Time - Section 730.510(b)(1)

	April	May	June	Qtr Average
IL TOTAL	57.17	89.56	53.99	67.62

Business or Customer Service Answer Time - Section 730.510(b)(1)

Customer Class	April	May	June	Qtr Average
Consumer	44.06	36.40	31.89	37.13
Business	60.61	59.92	60.00	60.20
IL TOTAL	46.31	39.45	35.35	40.11

Percent of Service Installations - Section 730.540(a)

Geographic Area	April	May	June	Qtr Average
IL Bellwood	99.27%	98.78%	99.01%	99.01%
IL Chicago Beverly	99.62%	98.99%	99.43%	99.34%
IL Chicago Loop	98.50%	99.01%	99.08%	98.88%
IL Chicago Montrose	99.36%	99.24%	99.11%	99.23%
IL Chicago Prospect	99.07%	99.26%	99.14%	99.16%
IL Chicago Ronald St.	98.91%	99.09%	99.00%	99.00%
IL Chicago Stewart	99.00%	99.30%	99.13%	99.14%
IL Cicero	99.27%	99.36%	99.23%	99.29%
IL East St.Louis	99.16%	98.90%	98.68%	98.90%
IL Evanston	98.87%	98.41%	97.66%	98.30%
IL Gurnee	98.30%	98.87%	98.89%	98.70%
IL Kankakee	99.17%	98.53%	98.68%	98.79%
IL McHenry	99.22%	98.93%	99.02%	99.06%
IL Montgomery	98.06%	97.73%	98.03%	97.94%
IL Orland	98.39%	98.24%	98.36%	98.33%
IL Peoria	99.38%	99.51%	99.44%	99.44%
IL Rockford	99.65%	98.93%	98.58%	99.04%
IL Springfield	99.49%	98.74%	98.83%	99.02%
IL St. Charles	98.93%	98.80%	98.91%	98.88%
IL Unknown	100.00%	100.00%	100.00%	100.00%
IL TOTAL	99.01%	98.87%	98.85%	98.91%

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Percent Out of Service Lines Repaired in < 24 hours - Sec. 730.535(a)

Geographic Area	April	May	June	Qtr Average
IL Bellwood	97.52%	93.72%	95.25%	95.52%
IL Chicago Beverly	97.77%	96.89%	96.72%	97.11%
IL Chicago Loop	97.59%	95.47%	94.21%	95.67%
IL Chicago Montrose	97.10%	96.86%	96.42%	96.78%
IL Chicago Prospect	98.06%	97.71%	97.63%	97.80%
IL Chicago Ronald St.	96.39%	96.20%	94.87%	95.82%
IL Chicago Stewart	97.31%	97.21%	95.76%	96.77%
IL Cicero	96.28%	98.06%	98.55%	97.65%
IL East St.Louis	99.23%	98.24%	96.47%	97.77%
IL Evanston	95.63%	94.21%	93.80%	94.45%
IL Gurnee	97.86%	94.78%	89.40%	93.58%
IL Kankakee	93.11%	93.21%	94.29%	93.54%
IL McHenry	93.98%	94.62%	95.25%	94.65%
IL Montgomery	97.03%	94.09%	91.30%	94.00%
IL Orland	96.95%	95.07%	96.08%	95.99%
IL Peoria	98.44%	98.69%	95.90%	97.60%
IL Rockford	95.59%	96.62%	94.23%	95.49%
IL Springfield	98.28%	98.30%	95.41%	97.23%
IL St. Charles	97.86%	95.56%	95.60%	96.25%
IL Unknown	83.33%	81.25%	89.47%	84.75%
IL TOTAL	96.83%	95.90%	95.10%	95.91%

Trouble Reports per 100 Access Lines - Section 730.545(a)

Geographic Area	April	May	June	Qtr Average
IL Bellwood	1.31	1.45	1.35	1.37
IL Chicago Beverly	2.38	2.81	2.48	2.55
IL Chicago Loop	0.65	0.74	0.76	0.72
IL Chicago Montrose	1.31	1.50	1.44	1.42
IL Chicago Prospect	2.08	2.19	1.98	2.08
IL Chicago Ronald St.	1.75	1.71	1.72	1.73
IL Chicago Stewart	2.54	2.55	2.55	2.54
IL Cicero	1.83	2.02	1.79	1.88
IL East St.Louis	1.45	1.69	2.40	1.85
IL Evanston	1.20	1.41	1.64	1.42
IL Gurnee	0.88	1.20	1.22	1.10
IL Kankakee	2.13	2.27	2.26	2.22
IL McHenry	1.10	1.36	1.34	1.27
IL Montgomery	1.18	1.43	1.46	1.35
IL Orland	1.29	1.49	1.74	1.51
IL Peoria	1.14	1.09	1.22	1.15
IL Rockford	1.45	1.54	1.53	1.51
IL Springfield	1.39	1.38	1.65	1.47
IL St. Charles	0.91	1.03	1.24	1.06
IL Unknown	3,181.48	3,540.74	3,581.48	3,434.57
IL TOTAL	1.37	1.53	1.59	1.50

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Percent Repeat Trouble reports - Section 730.545(c)

Geographic Area	April	May	June	Qtr Average
IL Bellwood	8.39%	7.93%	9.29%	8.52%
IL Chicago Beverly	11.22%	10.36%	12.38%	11.27%
IL Chicago Loop	9.05%	10.59%	11.40%	10.39%
IL Chicago Montrose	8.06%	8.57%	8.62%	8.43%
IL Chicago Prospect	8.43%	9.11%	9.76%	9.08%
IL Chicago Ronald St.	8.52%	9.15%	8.87%	8.84%
IL Chicago Stewart	9.37%	10.17%	9.87%	9.80%
IL Cicero	11.31%	8.48%	10.06%	9.91%
IL East St.Louis	8.11%	9.69%	8.53%	8.76%
IL Evanston	8.31%	8.41%	8.63%	8.46%
IL Gurnee	8.02%	8.19%	9.49%	8.62%
IL Kankakee	8.83%	9.58%	11.86%	10.10%
IL McHenry	8.71%	9.34%	10.04%	9.40%
IL Montgomery	8.84%	8.27%	10.48%	9.22%
IL Orland	8.17%	9.54%	10.26%	9.42%
IL Peoria	8.86%	8.29%	9.07%	8.76%
IL Rockford	9.05%	9.58%	10.16%	9.60%
IL Springfield	10.11%	10.61%	11.07%	10.62%
IL St. Charles	9.46%	7.07%	7.71%	8.02%
IL Unknown	0.23%	0.05%	0.10%	0.13%
IL TOTAL	8.79%	8.81%	9.57%	9.07%

Percent of Installation Trouble reports - Section 730.545(f)

Geographic Area	April	May	June	Qtr Average
IL Bellwood	9.97%	9.88%	9.42%	9.75%
IL Chicago Beverly	13.56%	13.35%	12.71%	13.21%
IL Chicago Loop	9.62%	9.22%	10.56%	9.83%
IL Chicago Montrose	13.62%	12.96%	13.22%	13.25%
IL Chicago Prospect	13.93%	13.25%	12.89%	13.35%
IL Chicago Ronald St.	11.52%	10.79%	10.95%	11.08%
IL Chicago Stewart	13.51%	13.37%	13.44%	13.44%
IL Cicero	9.73%	11.04%	10.36%	10.39%
IL East St.Louis	8.00%	8.10%	9.64%	8.62%
IL Evanston	10.41%	8.90%	10.31%	9.86%
IL Gurnee	8.36%	9.84%	11.01%	9.80%
IL Kankakee	10.51%	11.41%	10.70%	10.88%
IL McHenry	6.50%	7.62%	7.71%	7.30%
IL Montgomery	9.93%	8.93%	10.63%	9.86%
IL Orland	8.46%	8.13%	8.66%	8.43%
IL Peoria	7.72%	6.69%	8.23%	7.56%
IL Rockford	7.69%	8.00%	7.40%	7.70%
IL Springfield	7.62%	7.08%	7.97%	7.56%
IL St. Charles	8.60%	8.52%	9.60%	8.93%
IL Unknown	0.00%	0.00%	0.00%	0.00%
IL TOTAL	9.99%	9.89%	10.30%	10.06%

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Missed Repair Appointments - Section 730.545(h)

Geographic Area	April	May	June	Qtr Average
IL Bellwood	17	21	14	17
IL Chicago Beverly	12	20	8	13
IL Chicago Loop	21	24	12	19
IL Chicago Montrose	9	8	12	10
IL Chicago Prospect	14	13	10	12
IL Chicago Ronald St.	12	10	1	8
IL Chicago Stewart	24	11	16	17
IL Cicero	23	26	12	20
IL East St.Louis	7	10	13	10
IL Evanston	23	30	24	26
IL Gurnee	6	21	21	16
IL Kankakee	20	25	21	22
IL McHenry	9	11	6	9
IL Montgomery	12	18	29	20
IL Orland	6	6	15	9
IL Peoria	2	5	8	5
IL Rockford	8	7	17	11
IL Springfield	7	4	16	9
IL St. Charles	11	13	15	13
IL Unknown	1	1	0	1
IL TOTAL	244	284	270	266

Missed Installation Appointments - Section 730.545(d)

Geographic Area	April	May	June	Qtr Average
IL Bellwood	20	24	26	23
IL Chicago Beverly	20	26	22	23
IL Chicago Loop	38	47	55	47
IL Chicago Montrose	29	31	27	29
IL Chicago Prospect	38	49	48	45
IL Chicago Ronald St.	25	43	50	39
IL Chicago Stewart	15	17	34	22
IL Cicero	17	24	24	22
IL East St.Louis	20	29	9	19
IL Evanston	19	40	48	36
IL Gurnee	20	29	30	26
IL Kankakee	24	48	40	37
IL McHenry	28	35	32	32
IL Montgomery	34	43	47	41
IL Orland	51	61	44	52
IL Peoria	8	20	13	14
IL Rockford	9	10	14	11
IL Springfield	6	7	19	11
IL St. Charles	40	58	56	51
IL Unknown	34	37	35	35
IL TOTAL	495	678	673	615

Illinois Bell Telephone Company (AT&T Illinois)
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Out of Service Over 24 Hours Credits

April 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$76.95	36	3	1	0	0	342	0
IL Chicago Beverly	\$102.07	29	0	1	1	0	226	0
IL Chicago Loop	\$51.28	32	3	1	0	0	300	0
IL Chicago Montrose	\$71.40	50	3	0	0	0	389	0
IL Chicago Prospect	\$32.25	33	2	0	0	0	421	0
IL Chicago Ronald St.	\$124.10	66	6	1	0	0	371	0
IL Chicago Stewart	\$68.71	37	5	1	0	0	382	0
IL Cicero	\$165.02	71	4	2	1	0	381	0
IL East St.Louis	\$16.65	9	1	0	0	0	161	0
IL Evanston	\$79.06	79	2	0	0	0	291	0
IL Gurnee	\$90.43	27	4	0	0	1	143	0
IL Kankakee	\$325.81	143	16	0	0	0	621	0
IL McHenry	\$115.60	108	3	1	0	0	207	0
IL Montgomery	\$158.66	50	6	3	1	0	155	0
IL Orland	\$84.04	56	3	0	0	0	301	0
IL Peoria	\$21.59	19	1	0	0	0	101	0
IL Rockford	\$103.21	47	4	0	1	0	167	0
IL Springfield	\$54.55	55	1	0	0	0	114	0
IL St. Charles	\$155.78	39	2	1	0	0	200	0
IL Unknown	\$134.91	2	10	0	1	0	21	0
IL TOTAL	\$2,032.07	988	79	12	5	1	5,294	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2006, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

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Out of Service Over 24 Hours Credits

May 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$292.52	104	16	3	0	0	517	0
IL Chicago Beverly	\$102.56	51	4	0	0	1	289	0
IL Chicago Loop	\$136.73	76	8	1	0	0	296	0
IL Chicago Montrose	\$152.93	56	5	2	1	0	411	0
IL Chicago Prospect	\$87.96	39	3	1	1	0	370	0
IL Chicago Ronald St.	\$162.44	66	9	0	1	0	383	0
IL Chicago Stewart	\$51.73	41	1	0	0	0	439	0
IL Cicero	\$72.88	64	2	0	0	0	389	0
IL East St.Louis	\$46.23	28	3	0	0	0	85	0
IL Evanston	\$151.51	106	8	0	0	0	524	0
IL Gurnee	\$121.60	112	2	1	0	0	363	0
IL Kankakee	\$382.72	140	16	2	1	0	631	0
IL McHenry	\$165.84	112	8	1	0	0	307	0
IL Montgomery	\$243.93	104	12	2	0	0	221	0
IL Orland	\$252.31	91	9	3	0	0	288	0
IL Peoria	\$17.52	14	1	0	0	0	89	0
IL Rockford	\$58.90	36	4	0	0	0	171	0
IL Springfield	\$47.68	24	5	0	0	0	109	0
IL St. Charles	\$157.31	89	7	0	0	0	326	0
IL Unknown	\$322.03	22	1	1	0	3	22	0
IL TOTAL	\$3,027.33	1,375	124	17	4	4	6,230	0

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Out of Service Over 24 Hours Credits

June 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$122.25	90	7	0	0	0	462	0
IL Chicago Beverly	\$107.60	47	4	1	0	0	284	0
IL Chicago Loop	\$180.12	110	6	2	2	0	349	0
IL Chicago Montrose	\$158.46	66	7	0	2	0	402	0
IL Chicago Prospect	\$122.45	39	5	0	0	1	367	0
IL Chicago Ronald St.	\$196.42	93	4	4	0	0	363	0
IL Chicago Stewart	\$126.20	64	4	1	0	0	478	0
IL Cicero	\$75.13	39	1	1	0	0	326	0
IL East St.Louis	\$176.56	72	5	5	0	1	834	0
IL Evanston	\$370.50	134	15	6	1	0	431	0
IL Gurnee	\$402.84	207	16	3	0	1	459	0
IL Kankakee	\$314.00	105	17	3	0	0	557	0
IL McHenry	\$270.09	86	21	0	0	0	220	0
IL Montgomery	\$437.97	152	24	3	0	0	287	0
IL Orland	\$216.09	99	4	2	1	0	439	0
IL Peoria	\$104.93	56	6	0	0	0	129	0
IL Rockford	\$97.72	70	3	1	0	0	164	0
IL Springfield	\$117.71	87	3	0	1	0	213	0
IL St. Charles	\$206.76	98	10	0	0	1	353	0
IL Unknown	\$252.42	6	11	1	0	1	8	0
IL TOTAL	\$4,056.22	1,720	173	33	7	5	7,125	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2006, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

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Delayed Instalation Credits

April 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$492.06	20	0	0	182	0
IL Chicago Beverly	\$681.35	8	0	2	78	0
IL Chicago Loop	\$532.18	15	1	0	213	0
IL Chicago Montrose	\$226.83	11	0	0	225	0
IL Chicago Prospect	\$401.98	19	0	0	204	0
IL Chicago Ronald St.	\$469.96	22	0	0	190	0
IL Chicago Stewart	\$621.13	19	0	0	176	0
IL Cicero	\$654.10	10	2	0	107	0
IL East St.Louis	\$638.36	14	0	1	93	0
IL Evanston	\$290.88	12	0	0	149	0
IL Gurnee	\$180.25	10	0	0	178	0
IL Kankakee	\$907.86	17	0	2	142	0
IL McHenry	\$506.16	18	0	1	114	0
IL Montgomery	\$2,191.38	27	0	4	148	0
IL Orland	\$648.58	16	0	2	145	0
IL Peoria	\$571.15	3	0	3	58	0
IL Rockford	\$156.48	7	0	0	64	0
IL Springfield	\$646.73	7	0	1	75	0
IL St. Charles	\$492.27	21	0	0	189	0
IL Unknown	\$148.33	6	0	0	1	0
IL TOTAL	\$11,458.02	282	3	16	2,731	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2006, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

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Delayed Instalation Credits

May 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$409.39	17	0	0	189	0
IL Chicago Beverly	\$221.66	10	0	0	100	0
IL Chicago Loop	\$526.60	16	1	0	201	0
IL Chicago Montrose	\$529.66	24	0	0	306	0
IL Chicago Prospect	\$370.72	17	0	0	215	0
IL Chicago Ronald St.	\$613.38	20	0	1	230	0
IL Chicago Stewart	\$632.28	8	0	1	176	1
IL Cicero	\$333.06	16	0	0	132	0
IL East St.Louis	\$463.71	12	0	1	95	0
IL Evanston	\$810.42	21	0	1	170	0
IL Gurnee	\$220.31	8	0	0	176	0
IL Kankakee	\$1,018.31	22	1	1	178	0
IL McHenry	\$535.31	13	1	1	129	0
IL Montgomery	\$2,776.65	32	0	6	163	0
IL Orland	\$2,883.73	23	0	5	174	0
IL Peoria	\$284.28	7	0	1	59	0
IL Rockford	\$369.96	16	0	0	84	0
IL Springfield	\$588.03	14	1	1	92	0
IL St. Charles	\$2,036.05	23	0	5	206	0
IL Unknown	\$961.95	21	0	0	0	0
IL TOTAL	\$16,585.46	340	4	24	3,075	1

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Delayed Instalation Credits

June 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$250.63	5	2	0	207	0
IL Chicago Beverly	\$372.13	4	0	1	81	0
IL Chicago Loop	\$585.73	15	1	1	230	0
IL Chicago Montrose	\$294.13	13	0	0	337	0
IL Chicago Prospect	\$351.46	15	0	0	189	0
IL Chicago Ronald St.	\$492.34	15	0	1	213	0
IL Chicago Stewart	\$306.93	14	0	0	189	0
IL Cicero	\$410.01	14	0	1	136	0
IL East St.Louis	\$547.39	16	2	0	118	0
IL Evanston	\$293.06	10	0	0	222	0
IL Gurnee	\$308.35	11	1	0	196	0
IL Kankakee	\$522.72	19	1	0	183	0
IL McHenry	\$957.29	15	0	1	149	0
IL Montgomery	\$1,400.93	22	1	4	197	0
IL Orland	\$787.75	18	0	1	192	0
IL Peoria	\$149.68	7	0	0	93	0
IL Rockford	\$357.13	10	0	1	93	0
IL Springfield	\$594.92	21	1	0	91	0
IL St. Charles	\$1,063.22	19	0	1	231	0
IL Unknown	\$87.29	4	0	0	1	0
IL TOTAL	\$10,133.09	267	9	12	3,348	0

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Missed Appointment Credits

April 2006

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$1,850.00	36	0
IL Chicago Beverly	\$1,600.00	32	0
IL Chicago Loop	\$2,950.00	59	0
IL Chicago Montrose	\$1,900.00	37	0
IL Chicago Prospect	\$2,600.00	52	0
IL Chicago Ronald St.	\$1,850.00	37	0
IL Chicago Stewart	\$1,950.00	39	0
IL Cicero	\$2,000.00	38	0
IL East St.Louis	\$1,350.00	27	0
IL Evanston	\$2,100.00	42	0
IL Gurnee	\$1,300.00	26	0
IL Kankakee	\$2,200.00	44	0
IL McHenry	\$1,850.00	37	0
IL Montgomery	\$2,300.00	46	0
IL Orland	\$2,850.00	56	0
IL Peoria	\$500.00	10	0
IL Rockford	\$850.00	17	0
IL Springfield	\$650.00	13	0
IL St. Charles	\$2,550.00	51	0
IL Unknown	\$1,750.00	35	0
IL TOTAL	\$36,950.00	734	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2006, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Second Quarter of 2006

This Page Pursuant to Administrative Code Part 732 Section 60

Missed Appointment Credits

May 2006

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$2,250.00	45	0
IL Chicago Beverly	\$2,300.00	46	0
IL Chicago Loop	\$3,550.00	70	0
IL Chicago Montrose	\$1,950.00	38	0
IL Chicago Prospect	\$3,100.00	59	0
IL Chicago Ronald St.	\$2,650.00	51	0
IL Chicago Stewart	\$1,400.00	28	0
IL Cicero	\$2,500.00	50	0
IL East St.Louis	\$1,950.00	39	0
IL Evanston	\$3,500.00	69	0
IL Gurnee	\$2,500.00	50	0
IL Kankakee	\$3,650.00	69	0
IL McHenry	\$2,300.00	43	0
IL Montgomery	\$3,050.00	61	0
IL Orland	\$3,350.00	62	0
IL Peoria	\$1,250.00	25	0
IL Rockford	\$850.00	16	0
IL Springfield	\$550.00	11	0
IL St. Charles	\$3,550.00	67	0
IL Unknown	\$1,900.00	38	0
IL TOTAL	\$48,100.00	937	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2006, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Second Quarter of 2006
This Page Pursuant to Administrative Code Part 732 Section 60

Missed Appointment Credits

June 2006

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$2,000.00	40	0
IL Chicago Beverly	\$1,500.00	30	0
IL Chicago Loop	\$3,350.00	67	0
IL Chicago Montrose	\$1,950.00	36	0
IL Chicago Prospect	\$2,900.00	57	0
IL Chicago Ronald St.	\$2,550.00	49	0
IL Chicago Stewart	\$2,500.00	49	0
IL Cicero	\$1,800.00	36	0
IL East St.Louis	\$1,100.00	22	0
IL Evanston	\$3,600.00	72	0
IL Gurnee	\$2,550.00	51	0
IL Kankakee	\$3,050.00	61	0
IL McHenry	\$1,900.00	38	0
IL Montgomery	\$3,800.00	76	0
IL Orland	\$2,950.00	58	0
IL Peoria	\$1,050.00	21	0
IL Rockford	\$1,550.00	31	0
IL Springfield	\$1,750.00	34	0
IL St. Charles	\$3,550.00	71	0
IL Unknown	\$1,750.00	35	0
IL TOTAL	\$47,150.00	934	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2006, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.